☐Current ☒Proposed

STATE OF CALIFORNIA
CALIFORNIA VICTIM COMPENSATION BOARD
Rev. 04/22

DUTY STATEMENT

EMPLOYEE		RPA # / JOB CONTROL #	
Vacant		27-022	
POSITION NUMBER 040-210-1139-XXX	CLASSIFICATION Office Technician, Typing (T)	WORKING TITLE Application and Bill Intake	
DIVISION Victim Compensation	SECTION/UNIT CAPS 1	CBID R04	WWG 2
WORK DAYS Monday – Friday	WORK HOURS 8:00AM – 5:00PM	TENURE Permanent	TIME BASE Full-time

CONFLICT OF INTEREST CLASSIFICATION

This position is designated under the Conflict-of-Interest Code and is responsible for making, or participating in the making, of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete a Form 700 within 30 days of appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.

Conflict of Interest Classification? ☐ Yes ☒ No

DEPARTMENT OVERVIEW

The California Victim Compensation Board (CalVCB) is a state program dedicated to provide financial assistance to victims of crime and help them restore their lives. At CalVCB, we work to reduce the impact of crime of victims' lives. We reimburse crime-related expenses, connect victims with services and support, and do all we can to inform and empower victims.

Our Mission: CalVCB is a trusted partner in providing restorative financial assistance to victims of crime.
Our Vision: CalVCB helps victims of crime restore their lives.

EMPLOYEE ACKNOWLEDGEMENT

I have read and understand the duties of this position and certify I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Office of Civil Rights).

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE

SUPERVISOR ACKNOWLEDGEMENT

I certify this duty statement represents a current and accurate description of the essential job functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE

DUTY STATEMENT

(REV. 04/22) **RPA 27-022**

GENERAL STATEMENT

Under the general direction of the Supervisor I, the Office Technician (Typing) – (OT, T) performs the more responsible and complex support staff duties to assist the Victim Compensation Division (VCD) to achieve program goals and objectives by reviewing and processing preliminary documentation.

PERCENTAGE OF TIME SPENT	DUTIES
%	**ESSENTIAL JOB FUNCTIONS**
40%	**Application Intake:** Review applications submitted by victims of crime. Identify missing information and contact applicants, representatives, law enforcement and/or providers by phone, online access, eFax, email, or mail to obtain necessary information. Staff is expected to: • Enter data into the claims management database system from applications, Child Protective Services reports, crime reports, and other provided documentation. • Ensure applications are processed promptly, accurately, fairly, and consistent in compliance with laws, regulations, and CalVCB policies. • Ensure Emergency Awards are processed within the statutory timeframe. • Verify whether any other application has been filed by the applicant using the claims management database system to identify if a duplicate application(s) was filed or may be considered a series of related events. • Send the appropriate verification letters to facilitate processing of claims. • Utilize a tracking system to send follow-up verification requests in compliance with statutory time limits. • Enter detailed notes in the claims management database system documenting all actions taken to identify issues and attempts to gather information.
20%	**Bill Intake:** • Review Bill Intake items including bills and receipts submitted by applicants or providers that are not submitted on a standard bill form. Enter information from the bill into the claims management database system. • Contact providers, applicants, and/or representatives by phone, eFax, email, or mail to obtain basic information needed to process bills. • Enter detailed notes in the claims management database system documenting all actions taken to identify issues and attempts to gather information. • Send the appropriate verification letters to providers requesting additional information. • Return incomplete bills to the sender.

20%	**Communication:** All communication, verbal or written, shall include thoughtful, articulate, and professional language consistent with CalVCB principles and practices. • Communicate with the victim, the victim's survivors, the victim's family members, representatives, victim advocates, attorneys, law enforcement, federal, state and local government agencies, employers, landlords, service providers, insurance companies, caregivers, and a variety of other entities and/or individuals. • Respond to phone or email inquiries within one business day of the time the call or email is received. • Respond to written inquiries within ten business days of receiving the request. • Work in partnership with the victim services community to ensure that victims have access to the information and resources available to them.
15%	**Additional Work Duties:** • Process Document Review work items to ensure that all inbound correspondence is reviewed and addressed, including determining what action is needed and if the work item needs to be re-assigned for further review. • Upload responses from the Franchise Tax Board (FTB) into the claims management database system. • Prepare Restricted Felon Status requests and submit them to the Department of Justice (DOJ). • Complete assigned Application Case work items.
%	**MARGINAL JOB FUNCTIONS**
5%	• Prioritize caseload, identify high priority items, and reconcile inventory of assigned applications. • Attend and participate in team meetings. • Advise the unit Analyst II Lead and Supervisor I of any application and bill issues. • Upload documents via the Document Upload portal as needed. • Act as a Subject Matter Expert to assist the Training Section, when needed. • Assist other sections within CalVCB processing applications and/or bill inventories.

DESIRABLE QUALIFICATIONS

- Effectively operate a computer using the following software programs: Microsoft Word, Excel, Outlook and Access.
- Punctuality and reliability.
- Ability to handle multiple projects simultaneously.
- Ability to focus attention to details.
- Ability to take and follow verbal or written direction from management.
- Ability to organize, set priorities, and handle changing priorities.

PERSONAL CHARACTERISTICS AND EXPECTATIONS

- Demonstrated ability to act independently and as a member of a team with open-mindedness, flexibility, and tact.

- Ability to effectively handle stress and deadlines in a fast-paced work environment and adapt to changes in the work environment.
- Ability to problem-solve and use critical and creative thinking to effectively perform work.
- Manage competing demands and can deal with frequent change, delays, or unexpected events.
- Display good interaction skills and the ability to deal professionally, congenially and in a personable manner with the public, other governmental entities, and staff at all levels.
- Be supportive of management and coworkers.
- Treat people with respect, keep commitments, inspire the trust of others, work with integrity and ethics and uphold organizational values.
- Maintain acceptable, consistent, and regular attendance.
- Come to meetings prepared, including handouts for distribution when appropriate.
- Complete assignments in a timely and efficient manner.
- Meet established Performance Standards.
- Develop and maintain knowledge and skills related to the job.

PHYSICAL ABILITIES

- Typical work requires prolonged sitting using a computer.
- Common eye, hand, and finger dexterity is required for most essential functions.
- Grasping and making repetitive hand movements in the performance of daily duties.
- Some carrying/moving of objects up to thirty pounds.